

Request for Proposal

State of New Hampshire New Hampshire State Library Statewide Union Catalog and Electronic ILL System

State of New Hampshire
Department of Cultural Resources
Division of Libraries
20 Park Street
Concord, New Hampshire 03301

Michael York, State Librarian

State of New Hampshire, New Hampshire State Library
Statewide Union Catalog & Electronic ILL System
NHSL RFP 2001-009

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Statement of Intent

This is a Request for Proposal (RFP) for an Integrated Library System issued by the New Hampshire State Library, as approved by the Department of Administrative Services, Division of Information Technology Management, (DITM). This RFP solicits expressions of interest from all VENDORS who wish to be considered as a provider of Information Technology Professional Services consistent with all specifications set forth in the State of New Hampshire Contract Terms and Conditions (Form P-37).

Terms of Proposal

1. INSTRUCTIONS.

1.1 Purpose.

The New Hampshire State Library also known as the "State", is issuing this Request soliciting Vendors qualified to provide a full scope of services for an Integrated Library System to replace the current statewide union catalog. The goal of this project is to replace the current union catalog and its electronic Interlibrary Loan capability. The successful bidder will be able to provide a system that can meet the criteria set forth in this document. This shall include, but not be limited to, the necessary hardware, software, data migration and consulting services necessary to fully implement this project.

1.2 Vendor Conference.

An optional Vendor Conference will be held at the following location as identified in section 1.14: Schedule of Events:

New Hampshire State Library
20 Park Street
Concord, New Hampshire 03301

The purpose of the Vendor Conference is to:

1. Request clarification of any section of the RFP.
2. Request changes to the RFP for requirements considered so restrictive as to prohibit or discourage responses.
3. Offer suggestions or changes to the RFP, which could improve the RFP competition or lower the offered price.
4. Review any applicable documentation.

All written questions received prior to the Vendor conference, or received at the conference, will be read aloud and will receive unofficial oral responses at the conference. Official written answers to these questions will be distributed in accordance with Section 1.3: Proposal Inquiries of this RFP.

Vendors are encouraged to submit written questions prior to the conference in order to enable the State Library to formulate better Vendor conference oral responses. No responses will be given prior to the Vendor Conference.

Vendors are requested to RSVP via US mail, fax, or e-mail by the date identified in Section 1.14: Schedule of Events, indicating the number of individuals who will attend the Vendor Conference. Vendors are limited to no more than three (3) representatives.

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1.3 Proposal Inquiries.

All inquiries concerning this RFP shall be made in writing, citing the RFP Title, RFP Number, Page, Section, and Paragraph, and submitted to:

Charles A. Le Blanc
Network Services Section
New Hampshire State Library
20 Park Street
Concord, New Hampshire 03301
Phone: (603) 271-2310
Fax: (603) 271-6826
E-mail: cleblanc@library.state.nh.us

Vendors are encouraged to submit questions via e-mail or fax. Questions must be submitted by an individual authorized to commit the organization to provide services necessary to meet the requirements of this RFP.

Questions and clarifications for this RFP and the New Hampshire Terms and Conditions (P-37) and the RFP, will be addressed until the end of the vendor inquiry period.

Final inquiries must be received no later than the date specified in Section 1.14: Schedule of Events. Inquiries received after this date and time will be addressed only if they are deemed by the State Library to be critical to the competitive selection process. An official written answer will be provided to all questions meeting these requirements.

1.4 Proposal Instructions.

The State Library encourages free and open competition among Vendors. Specifications, proposals, and conditions are designed to accomplish this objective, consistent with the Department's needs and guidelines.

The Vendor's signature on a proposal submitted in response to this RFP guarantees that the prices quoted have been established without collusion with other eligible Vendors and without effort to preclude the State of New Hampshire from obtaining the best possible competitive proposal.

Specifications required by the RFP are detailed in Section 3: Scope of Services. In responding to the RFP, the Vendor shall address all requirements for information, and frame their proposal in the format outlined in Section 5: Proposal Format/Guidelines.

1.5 Proposal Submission.

All proposals in response to this RFP shall be submitted as outlined in Section 1.14: Schedule of Events to:

**State of New Hampshire
New Hampshire State Library
c/o Theresa Paré
20 Park Street
Concord, New Hampshire 03301
(603) 271-2812**

Vendors shall submit one (1) original and nine (9) clearly identified copies of their proposal. The original and all copies shall be in separate binders, delivered in sealed containers, and permanently marked:

STATE OF NEW HAMPSHIRE

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New Hampshire State Library

**RESPONSE TO New Hampshire State Library's RFP
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All proposals shall remain valid for a period of 180 days from the Proposal Due Date. A Vendor's disclosure or distribution of proposals other than to the Department will be grounds for disqualification. No more than one proposal per respondent should be submitted.

1.6 Oral Presentation.

Prior to the determination of the award, a Vendor may be required to make an oral presentation to clarify any portion of their response or to describe how the functional requirements will be accomplished. Vendor finalists may be asked to conduct the presentation during the week designated in Section 1.14: Schedule of Events.

1.7 Terms of Submission.

All material received in response to this RFP shall become the property of the State Library and will not be returned to the Vendor. Regardless of the Vendor selected, the State Library reserves the right to use any information presented in a proposal. The content of each Vendor's proposal shall become public information once a contract has been awarded.

1.8 Project Start Work Date.

Anticipated project start work date is January, 2002 and support services will be required through December, 2004. Application support may be required with annual extensions for a total of three years, not to extend beyond June 30, 2005.

1.9 Vendor Responsibility.

The successful Vendor shall be solely responsible for meeting all terms and conditions specified in the RFP, their proposal, and any resulting contract. Any subcontracted Vendor shall first be approved by the State.

1.10 Evaluation and Award of Contract.

This RFP has been approved for issue by the New Hampshire Department of Administrative Services, Division of Information Technology Management (DITM). The RFP process is a procurement option allowing the New Hampshire State Library to award a contract based upon stated criteria or evaluation factors as listed in Section 6: Selection/Evaluation Process and Criteria of this RFP.

Upon review by New Hampshire Department of Administrative Services (Division of Information Technology Management) and approval by the Governor and Council, the signed contract shall become valid.

1.11 Contract Security.

There is no contract security required by the New Hampshire State Library.

1.12 Liability.

The New Hampshire State Library shall not be held liable for any costs incurred by the Vendor in the preparation of their proposal, or for work performed prior to contract issuance.

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1.13 Non-Commitment.

The solicitation of the Request for Proposals shall not commit the New Hampshire State Library to award a contract.

1.14 Schedule of Events.

EVENTS	Date	Time
RFP released to vendors (on or about)	09/04/01	
Vendor Inquiry period begins (on or about)	09/04/01	
Notification to NHSL of the number of representatives attending the vendor conference	09/10/01	4:30 P.M.
Pre-Proposal vendor conference	09/14/01	1:30 P.M.
Vendor inquiry period ends	09/15/01	
Final state responses to vendor inquiries	09/21/01	
Final Date for proposal submission	10/01/01	4:30 P.M.
Invitation for presentations, if necessary	10/15/01	
Vendor presentations, if necessary, the week of	10/22/01	
Submission of Best and Final Offers (BAFO), if necessary	11/02/01	4:30 P.M.
Proposal Evaluation Completed	11/15/01	
Vendor notification of selection for contract finalization	11/16/01	
Contract finalization completed	12/14/01	
State Approval/Assignment of Purchase Order Number	12/17/01	
Notification to non-selected vendors	12/18/01	
Commence work	01/02/02	

1.15 Definition of Terms.

AACR II 2d. Ed – Standards for descriptive cataloging developed by the Joint Steering Committee for the Revision of AACR (<http://www.nlc-bnc.ca/jsc>)

ALA character set – Characters as specified on the Library of Congress web page at <http://lcweb.loc.gov/marc/specifications>

Authorized Operator – Comprised of at least two levels:

Level 1 – Library staff and system administrators

Level 2 – Member library staff

Automated System – See: New Hampshire Automated Information System.

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Circulation – The daily check-in and checkout of items for purpose of inventory control in a library.

DITM – The Division of Information Technology Management.

Data conversion – Changing the records in a MARC telecommunications format into an internal processing format.

Department – See: The State Library.

Holdings – Records that represent the individual titles held by member libraries. In many instances shelf location is reflected but multiple copies are not. Currently this information is contained in the 852 tag within the MARC record for the title.

ILL – See: InterLibrary Loan.

ILS – Integrated Library System.

ISO – International Organization for Standardization.

Information Technology (IT) – refers to the tools and processes used for gathering, storing, manipulating, transmitting, sharing, and sensing of information including, but not limited to, data processing, computing, information systems, telecommunications, and various audio and video technologies.

InterLibrary Loan – The Process of one library identifying which library owns a specific title and then requesting that title for its own use. (Not to be confused with circulation)

Item records – See: Holdings.

LAN – Local Area Network as used within the State Library. Currently it is Category 5 wired with UTP connectors, cabling, hubs, switches, and routers and 10/100 Mb circuits.

Levels of users – See: Authorized operator.

Library – See: The State Library

Logon – The process of authentication for access to rights and privileges on a computer system.

Logoff – The termination of any rights and privileges established at Logon.

MARC – The MARC formats are standards for the representation and communication of bibliographic and related information in machine-readable form, cf.:
<http://lcweb.loc.gov/marc>.

MARC 852 Tag – Locally defined holding information containing a code and the authoritative name for each member library. Subfields A and B are required; subfields H, I, K, M, P, and 3 are optional.

A – HSA (OCLC) Code for a specific member library

B – Authorized member library name

H – Classification number

I – Cutter number

K – Pre stamp

M – Post stamp

P – Barcode

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3 – Serial holding date

MARC telecommunications format – Specifications are available at <http://lcweb.loc.gov/marc/specifications>

Member libraries – Libraries that have executed the New Hampshire Automated Information System (NHAIS) registration form and are in good standing.

NHAIS – See: New Hampshire Automated Information System.

Network Services – A section within the State Library established under RSA 201-A:22, I, which oversees the functioning and maintenance of the New Hampshire Automated Information System.

New Hampshire Automated Information System – Established under RSA 201-A:22, et. seq. as consisting of an integrated automated data processing and information retrieval system, regional systems, and an integrated statewide information network including public, academic, school, and special libraries, organizations, and government departments, agencies, and their subdivisions.

Normal Business Hours – 8:00 AM to 4:30 PM EST Monday through Friday, excluding State of New Hampshire Holidays. State Holidays are: New Years Day, Martin Luther King Day, President's Day, Memorial Day, July 4th, Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving Day and Christmas Day. Specific Dates will be provided.

OCLC – Online Computer Library Center, Inc.
6565 Frantz Road
Dublin OH 43017-3395
USA
1-614-764-6000
1-800-848-5878
Fax: +1-614-764-6096
oclc@oclc.org

OPAC – Online Public Access Catalog.

Operator – See: Authorized operator.

Simultaneous users – The number of users that can logon and actively use a computer system at the same time.

State Library – This means the agency commonly referred to as the State Library, a Division of the Department of Cultural Resources.

System – See: New Hampshire Automated Information System.

Vendor – means a firm submitting a proposal in response to this RFP.

2. GENERAL INFORMATION.

2.1 General Overview.

The New Hampshire State Library, on behalf of the New Hampshire Automated Information System, intends to acquire an integrated library system that will:

- Replace the Galaxy system currently operating;

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- Allow records to be imported and exported according to the current US MARC telecommunications standards in single record and batch modes;
- Allow the State Library to set, change and delete specific policy choices from the system without vendor or programmer intervention; and
- Enhance the capabilities of the current InterLibrary Loan (ILL) module with a system that implements ILL standards specified by ISO 10160 /10161.

The State is interested in receiving the best rates and the best quality product or service. Quotes from responsive and responsible Vendors will be evaluated on a BEST VALUE basis using the criteria identified in Section 6: Selection/Evaluation Process and Criteria. As a result of this request, the State expects to award a purchase order for any or all parts of a Vendor's proposals as well as to contract with one or more responsive and responsible Vendors. As an example, the State may opt to purchase everything from one Vendor except programmer services, which could be purchased from another Vendor directly or from a State contract.

In 1983, legislation was enacted establishing the New Hampshire Automated Information System (NHAIS). An advisory board was created to work with New Hampshire State Library staff in identifying the services and resources necessary to effectively share and manage library resources. The law specifically mandates the creation and maintenance of a statewide union catalog to allow for efficient and effective resource sharing between all types of libraries in the state. Since then, the New Hampshire State Library has managed a union catalog to provide public, school, academic, and special libraries with the ability to catalog their holdings, identify owners of materials, and request materials electronically through a statewide ILL system. This will be the third generation of this system.

2.2. Current Situation.

The Statewide Union Catalog contains the holdings of public, school, and academic libraries. The database allows any NHAIS member library to catalog their collection and do electronic interlibrary loan.

The system is eight (8) years old and during that time there have been many enhancements to integrated library systems. Such enhancements include a web-based catalog, the ability to link from a cataloging record to a hypertext link and more timely electronic interlibrary loan.

Revised Statutes Annotated 201-A:22 et seq. requires the State Library to manage and maintain a statewide union catalog. It provides all libraries in the state with the means to share resources, catalog materials, and interlibrary loan items within the state.

2.3. Future Systems Environment.

Future design and development efforts should conform to the emerging environment and meet the needs of a statewide library consortium.

The proposed system must be configured to accommodate the following database sizes and transaction loads. Vendor must include any cost to prepare or load the State Library's existing machine-readable records in the cost section of Vendor's proposal.

	(initial load)	(w/ expected growth)
MARC Bibliographic Records	<u>1.5 million</u> titles	<u>200,000</u> titles/yr.
Authority Records	<u>0</u> records	<u>200,000</u> records
User Records	<u>0</u> records	<u>500</u> records
Ill transaction **	<u>20,000</u> loans/mo.	<u>10,000</u> loans /yr.

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** ILL transactions will not be ported to the new system. Instead the current system will be run for a month while the new system is in full operation.

The host system must be capable of supporting access by two levels of authorized operators as part of the initial installation. Level 1 includes up to 10 Library staff. Level 2 includes up to 60 simultaneous operators from member libraries with ILL and copy cataloging privileges. Growth up to an eventual 90 Level 2 simultaneous users (with addition of extra user licenses, memory, and disk upgrades) without the need for replacement of host hardware or software is expected on the life of the system. The system must also support up to 100 simultaneous anonymous users with OPAC, and browse capability only.

The server hardware proposed must be able to support the following types and quantities of workstations and peripherals. Vendor may quote the workstations and peripherals, but the State Library reserves the right to use existing compatible items or purchase these items elsewhere, without penalty.

Library Location	# of PCs	# of terminals	# of printers	# of receipt printers	# of barcode readers	# of portable inventory scanners
Processing	10	0	3	0	0	0
OPAC	8	0	1	0	0	0

The proposal shall also include the minimum and optimum computer hardware and software specifications required to access the vendor's system. It shall specifically identify the equipment and bandwidth capacity required of member libraries.

3. SCOPE OF SERVICES.

3.1 General Scope and Business Specifications.

The qualified Vendor may be contracted to provide services in one or more service categories specified in Section 3: Scope of Services in this RFP.

The State of New Hampshire intends to utilize, wherever possible, existing Statewide Software and Hardware Contracts with its volume license agreements to reduce costs as well as record the software as an asset.

The vendor must use a standardized methodology in the development of IT projects. Should the vendor not have its own methodology, the Information Technology Project Methodology (ITPM) Standards as well as any other State standards and/or guidelines, must be used for project development. The Standards are available on the web site, www.state.nh.us/das/ditm.

3.1.1 Firm Fixed Price and Hourly Rate Quotes

3.1.1.1 Quotes – Firm Fixed Price.

Vendors should note this is a firm fixed price contract.

Instructions for Exhibit 1A, IT Services / Deliverables / Milestones:

The Vendor must include, within the fixed price for IT service activities, tasks and preparation of required deliverables, pricing for the deliverables required based on the proposed approach, methodology and tools.

The Vendor's quote must be for the fixed-price for the term of the engagement, unless otherwise amended.

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Instructions for Exhibit 1B, IT Services – Positions and Hours Table:

For the Proposed Vendor Staff Resource Table, indicate the specific individuals you plan to assign to the project along with project roles. If individuals cannot be identified at this time, identify, at a minimum, the project roles. Include a break down of the hours both on and off site is also desired.

For the Proposed State Staff Resource Table, indicate the project roles that New Hampshire State Library staff must fill and their associated hours. State staff are defined as those who need to be devoted to the project for a substantial amount of time, or could significantly contribute to this effort.

Instructions for Exhibit 1C, Mandatory Cost Proposal Form:

For the Mandatory Cost Proposal Form, include a breakdown of all costs associated with the proposal, including all hardware, software, services, and maintenance for the first year of operation after installation. All costs associated with receiving software enhancements must be presented in the vendor's response. All cost shall be summarized on Exhibit 1C, but vendors may attach a more detailed cost analysis. This section shall also include the minimum and optimal equipment specifications necessary for authorized users to access the system.

3.1.1.2 Quotes – Hourly Rates – Cost Basis for firm Fixed Price and Future Work

Instructions for Exhibit 1B, Position and Rate Table

The vendor shall list the position title, number of personnel, number of hours, and price per hour for each project team member included in the vendor's offer

Term of Rates

The vendor's quoted hours and hourly rates for an engagement with a vendor must be fixed for the term of the engagement, unless otherwise amended.

Fully Loaded Rates

Hourly rates are to be fully loaded, reflecting travel and any other administrative costs by the vendor, unless otherwise negotiated.

Future Hourly Rates

Future hourly rates may change, subject to State approval, usually in line with cost of living adjustments.

3.1.2 Reasonable Travel Expenses.

The Vendor must agree that, if it is awarded a Contract from this RFP, it will assume all travel expenses for the life of this contract including but not limited by:

- 3.1.2.1** Meals,
- 3.1.2.2** Hotel,
- 3.1.2.3** Airfare,
- 3.1.2.4** Car rentals,
- 3.1.2.5** Car mileage, and
- 3.1.2.6** Out of pocket expenses.

3.1.3 Shipping and Delivery Fee Exemption.

All items covered under this contract are to be itemized for invoicing as required.

3.1.4 Performing Services.

The Vendor will perform all IT services specifications and services in a manner acceptable to the New Hampshire State Library.

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3.1.5 Confidential Information.

The Vendor agrees that all discussions or information gained during an engagement shall be considered confidential and that no information gathered by the Vendor shall be released without prior consent of the New Hampshire State Library.

3.1.6 Performance Reporting (Program & Revenue).

The Vendor must make available to the requesting agency and DITM, all program and revenue information on the IT Services project(s), personnel, and/or materials performed with the State agency utilizing this contract.

3.1.7 Annual Report Requirements.

N/A

3.1.8 Ad Hoc (or Special Reports).

See 3.3.2 System Reports below

3.1.9 Contracting Department Workspace.

N/A

3.1.10 Contracting Department Vendor Selection.

Agencies are required to solicit proposals from all eligible Vendors.

3.1.11 State Library Access.

If appropriate, and subject to the applicable laws and regulations, the State Library will be responsible for providing the selected Vendor with access to all program files, libraries, personal computer based systems, software packages, network systems, security systems, and hardware as required to complete the contracted IT Services.

3.1.12 State Library Prior Authorization.

The Vendor must obtain approval from the Department before installing or utilizing any automated tools or software packages on State Library systems.

3.1.13 State Library Introductory Meeting.

The Vendor must participate in an introductory meeting with the information technology professionals from the using agency, if requested by the State Library.

3.1.14 State Library Project/Status Meetings.

The Vendor must participate in project and/or status meetings with the library staff, during the term of the contract as required by the New Hampshire State Library. In addition, the Vendor shall provide weekly status reports by a means determine acceptable by the New Hampshire State Library including but not limited to email or telephone.

These meetings shall include, at a minimum, the New Hampshire State Library Project Manager (or designee) and either the Vendor Project Manager or Project Coordinator. Other New Hampshire State Library staff or project members will attend as mutually agreed upon by the New Hampshire State Library and Vendor Project managers.

These meetings will cover the technical, schedule, and resource aspects of the project. Emphasis should be placed on the accomplishments for the concluded reporting period, the planned activity for the future reporting period, and identification and resolution of all issues and problems. The review shall be conducted at a time and location to be determined jointly by the New Hampshire State Library and Vendor Project Managers. The agenda and minutes of each meeting shall be produced and distributed as mutually agreed by the New Hampshire State Library and Vendor Project Managers.

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3.1.15 State Library Exit Meeting.

The Vendor must participate in an exit meeting with the information technology professionals from the using agency, where the Vendor has secured the contract, if requested by the State Library.

3.2 Statement of Work.

The New Hampshire State Library is issuing this Request soliciting Vendors to provide the product, services, and training required to replace the current statewide union catalog. The goal of this project is to replace the current union catalog and its electronic interlibrary loan capability. The selected system must provide an interface with a bibliographic cataloging module.

Vendors are advised that the New Hampshire State Library is interested in receiving proposals from vendors who can offer a production integrated library system already in use by an installed customer base, and that proposals for systems in an Alpha or Beta phase of development will not be considered. The New Hampshire State Library reserves the right to evaluate all proposals solely on the basis of currently existing features, functions, products, or services meeting the specifications as stated.

The proposed system must have an existing base of installed library systems of similar size and type. The successful bidder will have a proven record of successful online operation in a similar multi-library environment.

The vendor should propose equipment and hardware needed to meet the needs of the system being proposed. The equipment and hardware needs shall be of sufficient processing power and disk space to support all modules and functional specifications to support the system and its projected growth. The State Library will supply its own computers for system access and administration. Member libraries will provide their own computers and the Internet connection necessary to access the system. If the required hardware or software is available on an existing state contract, the awarded vendor will be asked to provide technical specifications and configurations.

Vendor must quote and be able to provide all of the following products and services, to the full extent required for successful system implementation and operation:

- Data Conversion, authority control and record cleanup
- Hardware (if applicable)
- Software (both operating system and application)
- Installation and database loading
- Training
- Policy Profiling/Generation
- Documentation

The system must be fully integrated, using a single, common, catalog database for all operations and a common operator interface across all modules. Modules identified as "Priority 2" in the Functional Specifications must be able to be added to the system at anytime with a minimum of system interruption.

The State Library will give the vendor a file of the current database in Marc II Telecommunications Format. Member library holding information will be in the 852 tag. The format of the 852 tag as used by the State Library may be located on the State Library's web site at www.state.nh.us/nhsl/network/cat.html#852

In the case of a purchase or lease/purchase agreement, all systems and applications software supplied as a portion of the integrated system software should be made

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available in perpetuity, without restriction, to the State Library.

The system shall operate in a real-time interactive mode, with the capability to create, update, maintain, and access all data for library materials as well as perform all ILL functions.

The system shall be capable of being expanded to accommodate increased memory, disk storage, terminals, or functions without replacement of existing hardware. It shall be capable of expansion to accommodate the State Library's predicted five year growth of collection size, number of users, number of terminals/service points, and number of transactions, without major system redesign or hardware/software replacement, and without degrading system functional performance, reliability, or response time. The system shall be capable of expanding to include additional features or enhancements and improvements in technology, without degradation in the performance of previously implemented functions.

The system must be accessible by the Internet for Member Libraries, or at the State Library through its LAN as well as a web-based application. Specifically, the State Library is using Microsoft WIN-NT TCP/IP stacks to connect its computers to the current system. The State Library will use the system for both original and copy cataloging, OPAC searching, ILL, as well as all system administrator functions. Member libraries will use the system through common web browsers. This access method must have all the functionality needed to perform their tasks of basic copy cataloging, OPAC searching, and ILL operations through commonly available web browsers. Functionality access must be username and password enabled.

The successful vendor will be responsible for working in partnership with the State technical and non-technical staff to provide all requirements and deliverables defined in Section 3.3, Detail Requirements and Section 3.4, Project Deliverables.

3.3 Detail Requirements.

The New Hampshire State Library invites proposals for an automated system to meet the needs and projected growth outlined in this RFP. The RFP is for proposal for purchase or lease/purchase, installation, maintenance, and training on the automated system. The goal of this project is to replace the current statewide union catalog and its electronic Interlibrary Loan capability.

3.3.1 Business Requirements

The project is to be implemented in a timely and orderly fashion following bid acceptance and according to the terms of the contract.

Vendor must agree to license the New Hampshire State Library to license and install one software module at a time, if necessary.

Vendor must agree to license the software for perpetual use for a fixed fee without additional royalties or service fees, except for fees for ongoing software maintenance.

Future software enhancements for modules under maintenance contract must be provided to the New Hampshire State Library free of charge. Operating system upgrades and enhancements must be provided to the State Library at fair market value for preferred customers.

Vendor must have a demonstrable, well-established program for continuing

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development of all software products.

3.3.2 Technical Requirements

Vendors must respond to every functional, technical, and performance requirement using the following criteria. Vendor's responses must be in the same order in which points appear in this RFP, and must use the same numbering scheme used in this RFP.

Y – YES. Feature, function, product, or service is available as requested and is fully operational using the version proposed at one or more library sites.

D – IN DEVELOPMENT. Feature, function, product, or service is under active development and operating in a test environment.

P – PLANNED. Feature, function, product, or service is planned. No development has begun.

N – NO. Feature, function, product or service is not available, in development or planned.

For any specifications to which the vendor answers other than **Y**, vendor must describe:

the feature, function, product or service being planned or developed, indicating the date after which the function and feature will be available in general release and operation in the system provided to the State Library;
what costs, if any, the State Library will incur for the feature, function, product, or service once it becomes available, either as a direct cost or because it will require replacement of or addition to hardware or software originally proposed for initial installation; and
if the feature, function, product, or service is not available, in development or planned, an explanation of how the specification might otherwise be met using alternative features, functions, products, or services available from the vendor, including availability dates for any such alternative and any added costs, either direct or indirect.

Any such exception taken to any specification must be stated immediately following the specification in question. Vendors are advised that the State Library is interested in receiving proposals from vendors who can offer a production integrated library system already in use by an installed customer base, and that proposals for systems in an Alpha or Beta phase of development will not be considered. The State Library reserves the right to evaluate all proposals solely on the basis of currently existing features, functions, products, or services meeting the specifications as stated.

Modules identified as Priority 2 must be able to be added to the system at anytime with a minimum of system interruption.

3.3.2.1 Basic System Requirements

- ___1 The system must require no additional purchases or local programming in order to become operational, and require no professionally or technically trained computer programmers to operate.
- ___2 The system must meet the System Capacity Requirements and have

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the capacity for future infield expansion to support expected growth.

- ___3 The system must be self-contained and have no dependency on an outside host computer for internal routine operation, if the system is housed at the State Library.

- ___4 The following system modules and utilities must be fully developed, operational, and in current use at multiple existing customer sites
 - ___ a. Bibliographic and Inventory Control
 - ___ b. Authority Control
 - ___ c. Public Access Catalog
 - ___ d. World Wide Web Catalog Interface for member libraries
 - ___ e. User Request and Information Module
 - ___ f. ISO 10160/10161 compliant ILL
 - ___ g. X12 EDI Transaction Manager
 - ___ h. Z39.50 server
 - ___ i. Z39.50 OPAC client
 - ___ j. Z39.50 Windowing client
 - ___ k. Z39.50 Copy cataloging client
 - ___ l. Report Generator
 - ___ m. Administrative Policies Manager
 - ___ n. MARC Bibliographic and Authority Record Import/Export Utility with access control based On authorized users

- ___5 The system must have the ability to concurrently run all application modules on the same hardware configuration without having to logoff and logon across modules.
 - ___ a. All modules must be accessible from any workstation through a login procedure.
 - ___ b. Access control for all functions must be established at the time the user signs-on to the application.

- ___6 The system must fully Z39.50 (latest version as of proposal submission) compliant

- ___7 The system must be configured with an Ethernet LAN adapter and full TCP/IP support, including Telnet and web access for OS management functions.

- ___8 The system must be fully integrated, using a single, common, catalog database for all operations and a common operator interface across all modules.

- ___9 The system must enable operators to access any and all system functions for which they are authorized from a single logon.

- ___10 The system must be written in an industry standard language.

- ___11 The system shall allow for batch searching against the database using a variety of match points and return a file of matched MARC records (similar to the capabilities of OCLC's CatME). This functionality shall be available to the staff of both the State

Library and member libraries.

3.3.2.2 User Interface Requirements

General

___1 The full ALA character set must be accessible from all access points. Vendor may offer a choice of user interface for use in accessing and operating the proposed server modules, including, but not limited to:

- ___ a. a World Wide Web (WWW) browser that permits authorized operators access to all public services offered by the State Library.
- ___ b. a fully-integrated Z39.50 (latest version as of contract signing date) cataloging client supporting searching and capture of MARC bibliographic and authority records from any Z39.50 compliant server.

___2 All interfaces offered by Vendor must allow flexibility for designing screens by an administrator.

___3 The system shall conform to the Accessibility Guidelines as defined by the World Wide Web Consortium (W3C) at <http://www.w3.org/WAI/>.

___4 The system must enable an administrator to edit the text of help screens within each module.

___5 The system must enable context sensitive help menus.

___6 The system must enable the operator to request and receive context-sensitive help for the command in use with a single keystroke or drop down menu.

___7 The system must enable the operator to page backwards and forwards through the help text.

___8 The system must perform all edit checking of user input before committing input to the server.

___9 The system must not require a separate logon to access different modules or subsystems; i.e., the initial logon to the system must set all privileges for all modules for which an operator is authorized.

___10 The system must display a form for cataloging and ILL with all appropriate fields on the screen when an operator initiates a command.

___11 The system must display an explanatory error message whenever the operator has provided inappropriate input.

___12 The system must routinely provide the operator with informational messages regarding the current activity.

___13 The system must enable the operator to print the current record or form in its entirety. (Use of computer print screen keys which print only a single screen at a time regardless of record length is not acceptable.)

___14 The system must enable the operator to mark public access catalog search results for export to a printer, ASCII file or e-mail.

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___15 The system must enable the authorized operator to copy/transfer any data field from one screen to another.

___16 The system must enable the system administrator to designate defaults for all fields on command screens according to logon rights.

MS-Windows Client for Library Staff

___17 The system must include a Windows graphical client fully compliant with all general client specifications listed above. Vendor must specify any exceptions.

___18 The proposed Windows graphical client must provide full functionality across all system modules as detailed in the applicable section of these specifications. Vendor must specify any modules, which may not be operated using this client, and specify any exceptions to functions available within each module.

- ___ a. Bibliographic Control and Cataloging
- ___ b. Authority Control
- ___ c. Online Public Access Catalog
- ___ d. ILL control

___19 The proposed Windows client must use the Windows print manager for all printing functions.

___20 The proposed Windows client must enable the user to automatically launch applications associated with URL's in MARC 856 fields as a hypertext function.

___21 The system must accept input from devices such as bar code readers, and magnetic stripe readers attached to a workstation.

___22 The client must provide the operator with full screen/record editing capabilities on all edit commands where appropriate.

___23 The client must enable an authorized operator to change the labels on each field of each command without programming, or requiring changes to source code.

___24 In addition to any MARC record loading utilities and interfaces to bibliographic utilities, the vendor may offer with its system, it must be possible to use the vendor's Z39.50 client for Windows to capture:

- ___ a. MARC bibliographic records
- ___ b. MARC authority records

___25 The vendor's Z39.50 client must be fully integrated with cataloging and authority control.

___26 It must be possible with one keystroke to capture a MARC bibliographic record from any Z39.50 version 2 or version 3 server, including, but not limited to:

- ___ a. OCLC
- ___ b. RLG
- ___ c. any Z39.50 compliant server

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(e.g. GMILCS – epixtech , UNH System – III)

___27 As a result of the same keystroke expressed in the question above, and dependent on authorization privileges, the system must immediately:

- ___ a. without any staff intervention or batch processing, place the captured record in the catalog editor ready for staff manipulation
- ___ b. perform all title matching against existing catalog records based on library specified match keys
- ___ c. allow the State Library to assign a cascading hierarchy of match keys
- ___ d. alert the staff of any duplicates through an on-screen dialog box
- ___ e. assign the owning library to the in-coming record
- ___ f. allow the State Library to replace a matching record with the incoming record
- ___ g. index the full text of the bibliographic record for keyword searching

___28 It must be possible with one keystroke to capture a MARC authority record from any Z39.50 compliant server including, but not limited to:

- ___ a. OCLC
- ___ b. RLG
- ___ c. any Z39.50 compliant server
(e.g. GMILCS – epixtech, UNH – III)

___29 As a result of the same keystroke expressed in the question above, the system must immediately:

- ___ a without staff intervention or batch processing, place the captured record in the vendor's authority records editor ready for staff manipulation
- ___ b. perform duplicate authority checking
- ___ c. alert staff to duplicates through an on-screen dialog box
- ___ d. assign the format based on fixed field encoding.

___30 In addition to real-time catalog and authority record capture, the system proposed must support a catalog review file within the vendor's client workstation.

___31. The system must enable an authorized operator to:

- ___ a. save records to the review file one at a time, or in stated ranges
- ___ b. view records stored in a review file using client software
- ___ c. remove records from the review file
- ___ d. duplicate records in the review file
- ___ e. print records in the review file.

___32 It must be possible to use all cataloging functionality to edit bibliographic and authority records saved to the review file.

World Wide Web Client

___33 The proposed Web client must support the latest Z39.50 protocol version as of RFP submission date.

___34 The system must support the full ALA character set.

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___35 The system must set up a session with an operator, which records the search history and allows previous searches to be re-executed against the same server or a different server or servers.

___36 The system must allow access to local or remote databases based upon the:

- ___ a. authorized operator's ID
- ___ b. authorized operator Level

___37 The system must retain an operator's authorization when moving from one module to another within one session.

___38 The system must allow both access by specific IP range(s) as well as logon capability for authorized operators from outside the allowed IP range(s) by means of username/password.

___39 The proposed Web client must support creation and execution of simple or complex searches.

___40 The proposed Web client must support browsing (SCAN) and selecting terms from heading lists.

___41 The proposed Web client must support hypertext searching for related items.

___42 The proposed Web client must support display of cross-reference information.

___43 The proposed Web client must support sorting of search results to operator-defined sequence.

___44 The proposed Web client must support record export to printer, local file or e-mail.

___45 The proposed Web client must enable an operator to mark and print selected OPAC results.

___46 The proposed Web client must support linking to library holding information on multiple servers via the Z39.50 protocol.

___47 The proposed Web client must support execution of previous searches from stored search history.

___48 The proposed Web client must enable the operator to automatically launch applications associated with URL's in MARC 856 fields as a hypertext function.

___49 The proposed Web client must support access to non-bibliographic information maintained by the State Library, such as library locations and policies, community information, frequently asked question files, etc.

___50 The proposed Web client must support on-line forms for placement of user requests for interlibrary loans, purchases, reference questions, user address changes, suggestions, and other forms designed by the State Library.

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- ___51 The proposed Web client must allow authentication of an operator by either ID and password or IP range(s) and permit them to:
- ___ a. access their own accounts to view the status of ILL usage
 - ___ b. obtain access to additional databases, such as licensed journal citation and other reference databases closed to anonymous users.
- ___52 The proposed web client must allow authenticated operators to add and delete their holdings from the system.

Copy Cataloging Client

- ___53 The client must enable the operator to position the cursor anywhere on the screen using positioning devices.
- ___54 The client must enable the operator to type data onto the screen at the current cursor position where appropriate.
- ___55 The client must enable the operator to use delete and insert character keys to correct mistakes.
- ___56 The client must retain work forms on the screen, until the operator changes to another command.
- ___57 If an error is detected, the system must report the error on the screen, leaving the form and the operator's input otherwise intact.

3.3.3 Bibliographic Control Requirements

All functionality must be assigned at logon. All references to MARC are to be construed as meaning the current US MACHine Readable Cataloging Standards.

- ___1 The system must support a master bibliographic record containing all MARC fields and subfields which may be required by different locations or cataloging practices.
- ___2 The system must accommodate and allow access by a variety of classification schemes, including LC, Dewey, Sudocs, free-text (in-house schemes), or NLM
- ___3 The system must support MARC linking fields.
- ___4 The system must supply templates containing required and commended bibliographic fields for original cataloging at the Library.
- ___5 The system must allow the system administrator to design and edit the templates.
- ___6 The system must enable defaults to be specified for any fields in the catalog templates.
- ___7 The system must enable catalog data to be added, updated, and removed on-line via the workstation.

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- ___8 The system must fully support all MARC bibliographic and authority record formats.
- ___9 The system must include a standardized MARC record loader that can accept records input from various sources.
- ___10 The system must enable MARC records to be imported or exported to and from tape, diskette, or telecommunications device.
- ___11 The system must enable a bibliographic record to be retrieved and modified at any time, once it has been entered and reindex any field changed.
- ___12 The system must enable fields to be added, modified, or removed during record modification.
- ___13 The system must enable the original MARC entry template to be added back to the record during record modification, showing any empty fields.
- ___14 The system must enable a partial record to be input if complete information is not yet available.
- ___15 The system must retain duplicate records entered into it in a review file.
- ___16 The system must enable both on-line and batch updating of partial records as more complete information becomes available.
- ___17 The system must provide a global editing utility that can scan the catalog examining each bibliographic record for a specified string within specified fields, and performing any of the following operator-specified functions when the string is found:
- ___ a. delete the field entirely
 - ___ b. change a string of characters within the field to another string of characters
 - ___ c. insert a new field at the appropriate place in the record.
 - ___ d. change the MARC tag globally
- ___18 The system's global editing utility must allow selection of records for editing based on at least the following criteria:
- ___ a. classification
 - ___ b. statistical categories
 - ___ c. date added to system
 - ___ d. bibliographic information
 - ___ e. MARC tags
- ___19 The system must globally edit any MARC tag or subfield.
- ___20 The system must perform data format validation during input of bibliographic information.
- ___21 The system must perform data validation at the workstation as data is input and stored.
- ___22. The system must enable authorized operators to:
- ___ a. add new records to the database by duplicating existing records
 - ___ b. add new records to the database by direct keyboard

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- _____ input
- _____ c. remove records from the database singly or in batch mode
- _____ d. modify records in the database, by adding new bibliographic fields, removing fields or modifying existing fields
- _____ e. add a new holdings tag to the list of holdings tag (currently the 852 tag) for bibliographic entries
- _____ f. modify any entry in the bibliographic record, typing over existing characters, inserting new characters, or deleting existing characters
- _____ g. delete a holdings tag from the list of holdings tags either singly or in batch mode

_____23 The system must enable full screen editing, as opposed to line editing, of the bibliographic record.

_____24. The system must support items for monographic, serial, government document, media, metadata, or any other type of material.

_____25. The system must support unlimited holdings that can be attached to a single bibliographic record.

- _____26. The system must support storage within the item record of:
- _____ a. item-specific label number
 - _____ b. call number (LC, Dewey, SuDocs, NLM or Local)
 - _____ c. location
 - _____ d. number of ILL requests

MARC Holdings Records for Serials

_____27. The system must support MARC Holdings Format.

_____28. The system must maintain MARC Holdings Records as separate records, not simply embedded within the descriptive catalog record.

_____29. From an operator's perspective, the system must fully integrate the US MARC Holdings Record with the MARC descriptive catalog record.

_____30. The system must present operators with a consolidated display holdings based on the ANSI Z39.44 Serial Holdings Display format.

_____31. The system must display the full MARC Holdings Record for staff displays.

_____32. The system must enable an authorized operator to edit any data contained in the MARC Holdings Record.

_____33. The system must provide a full-record editor for manipulating any data, including fixed field information, within the MARC Holdings Record.

_____34. The system must enable an authorized operator to insert additional fields of information within each record.

_____35. The system must enable an authorized operator to delete whole

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fields of information within each record both individually and in a global batch mode.

___36. The system must provide labeled forms for manual creation of MARC Holdings Records.

___37. The system must allow a MARC Holdings Record to be associated with any descriptive catalog record stored in the system:

- ___ a. MARC (monographs)
- ___ b. Serials
- ___ c. Other _____

___38. The system must allow multiple MARC Holdings Records to be associated, and seamlessly linked, to a single MARC descriptive catalog record.

___39. It must be possible to associate separate libraries and accompanying MARC Holdings Records with a single MARC descriptive catalog record.

___40. The system must allow searches within the vendor's public access catalog to be limited to the holdings of a single library.

___41. The system must be capable of importing existing MARC Holdings Records from external sources.

___42. The system must be capable of exporting MARC Holdings records from the vendor's system in full MARC format.

___43. The system must enable an authorized operator to select records for export based on holdings information.

___44. Import and export of all MARC data bibliographic holdings maintained by the vendor's system must be possible without vendor intervention, or additional cost.

___45. The system must include a Z39.50 compliant server without additional charges to the State Library.

___46. For series and monographic sets, the holdings record must include a summary format in addition to volume-specific and copy-specific data.

___47. The system must enable the State Library to specify the summary format as the default display.

3.3.5 Authority Control Requirements

___1. The system must be capable of incorporating changes in the MARC authority format or new national standards formats as they are developed.

___2. The system must accommodate:

- ___ a. personal, corporate, and topical name headings in a name authority file
- ___ b. title, uniform title, and series entries in a title authority file
- ___ c. subject headings in a subject authority file.

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___ 3. The system must record the source of each authorized heading or entry.

___ 4. The system must be able to match LC or other national standard authority records against the local file.

___ 5. The system must be able to import or export authority records in MARC format to and from the bibliographic database.

___ 6. The system must store authority records in conformance with the MARC formats for authority records.

___ 7. The system must automatically link each authorized heading to each occurrence of the heading in the bibliographic database.

___ 8. System's authority control module must comply with the Z39.19 ANSI Standard.

___ 9. System's authority control module must generate SEE and SEE ALSO references from authority records to direct online catalog users to other headings as follows:

- ___ a. see references (aeroplanes to airplanes)
- ___ b. narrower terms (automobiles to sports cars)
- ___ c. broader terms (automobiles to motor vehicles)
- ___ d. related terms (airplanes to flying machines)
- ___ e. synonyms

___ 10. The system must enable an authorized user to display a list of all searchable words starting with a certain string.

___ 11. The system must enable an authorized user to display words before and after a given word.

___ 12. The system must enable an authorized user to browse through the list of terms maintained within each index for authority control.

___ 13. The system must enable an authorized user to transfer a keyword, phrase, or exact heading from an authority record to a bibliographic record.

___ 14. The system must enable an authorized user to use a keyword or phrase from an authority display in a search without retyping.

___ 15. The system must enable an authorized user to transfer a keyword or phrase from a bibliographic record to an authority record.

___ 16. The system must provide a full-record editor that will enable member library staff to make local modifications to imported authority records, and to create local authority records.

___ 17. The system must check the operator's input against the appropriate authority entries for fields under authority control.

___ 18. The system must enable the system administrator to specify whether an entry of bibliographic data, which does not match an authority, will result in rejection of the input, or in a warning. The system must automatically flag the unauthorized entry for later review.

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- ____19. The system must enable online, manual maintenance of all fields in individual authority records.
- ____20. The system must enable an authorized operator to perform global edits and updates to authority records, which will automatically change every occurrence of the modified heading in the bibliographic database.
- ____21. The system must enable global edits to be performed in a "test only" mode for review purposes before the changes actually occur in the bibliographic database.
- ____22. The system must enable an authorized operator to maintain authority control by adding new terms, removing terms or modifying existing terms.
- ____23. The system must enable an authorized operator to retrieve and display records flagged as unauthorized on-line at the workstation and/or print these records.
- ____24. The system must enable an authorized operator to capture, edit, and load MARC bibliographic and authority records from a Z39.50 server directly to the catalog.
- ____25. The system must include multiple thesauri with the capacity to add others, including at least the following:
- ____ a. author
 - ____ b. title
 - ____ c. subject, LC, MESH, Sears
- ____26. The system must enable an authorized operator to modify authority control policies to include additional thesauri following system or module installation.
- ____27. The system must not allow the date of creation in an authority record to be edited or altered and shall include a last modified date.
- ____28. The system must be configurable to have separate indexes for LC name and subject headings, MESH subjects, or other locally defined indexes.
- ____29. The system must be configurable to accommodate a single authority index or the addition of multiple indexes.
- ____30. The system must be configurable to display cross-references and allow verification or non-verification of headings.
- ____31. The system must impose no limit on the number of SEE FROM and SEE ALSO FROM headings that may be added to an authority record.
- ____32. The system must enable an authorized operator to change default system values for thesauri at a later date.
- ____33. The system must allow correction of incorrect headings by an authorized operator.

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___ 34. The system must automatically create see- and see-also references from the authority record, and must automatically link these references to matching headings in the public access catalog.

___ 35. Authority record display must include:

- ___ a. Date created.
- ___ b. Date modified.
- ___ c. Authorization level.
- ___ d. Format.
- ___ e. Source.
- ___ f. Fixed fields.
- ___ g. Extended information.

___ 36. The system must automatically check incoming headings against the authority indexes.

___ 37. The system must enable an authorized operator to replace incorrect headings in bibliographic records with authorized headings.

3.3.6 Reports

___ 38. The system must enable an authorized operator to produce a count of all records edited by a specific operator.

___ 39. The system must enable an authorized operator to select specific times for reports to run.

___ 40. The system must enable an authorized operator to produce lists and counts of items added over a specified time period.

___ 41. The system must enable an authorized operator to produce statistical reports counting items added, tabulated by any field or combination thereof.

___ 42. The system must enable an authorized operator to produce a count or list of all titles and/or copies owned for specific library or holding code

___ 43. The system must enable an authorized operator to produce a list of all citations with authority file violations, with or without the full record for proofing.

___ 44. All statistical data shall be exportable in comma delimited format to allow it to be manipulated in another software application.

3.3.7 Online Public Access Catalog Requirements

___ 1. Access to the system must be through a world wide web browser.

___ 2. The system must provide full indexing for the online public access catalog; i.e., all words in all fields of the bibliographic record must be keyword indexed.

___ 3. All bibliographic fields must be full-text searchable; i.e., the

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catalog must not be simply a keyword catalog of selected fields, but rather every word of the searchable fields must be indexed, allowing the operator to choose keyword and/or phrase searching as appropriate.

___4. The system must enable a user to submit one search expression that will search the full-text of each record in the database.

___5. The system must provide indexes for authors, titles, subjects, series, and a browse index combining all four indexes.

___6. The system shall allow the State Library to create additional indexes as necessary without additional charges to the State Library.

___7. The system must enable a user to enter multiple words or phrases to be searched in one, more than one, or all fields.

___8. The system must enable a user to search multiple fields simultaneously for the words or phrases.

___9. The system must enable searching using the following Boolean operators within and across all fields.

- ___ a. OR (either one or both terms must be in the record)
- ___ b. XOR (either term, but not both, must be in the record)
- ___ c. NOT (the following term must not appear in any record in which the previous term occurs)
- ___ d. AND (both terms must be in the same record).

___10. The system must enable searching using the following positional operators within and across all fields.

- ___ a. SAME (terms must be in the same field)
- ___ b. WITH (terms must be in the same sentence within a field)
- ___ c. NEAR (terms must be adjacent to one another, but in either order)
- ___ d. ADJ (terms must be immediately adjacent to one another, in the order that they are entered)

___11. The system must enable multiple keywords and linking operators (e.g. AND or NOT) to be used in a search.

___12. The system must enable search nesting through parentheses.

___13. The system must enable searching using any of the following relational operations:

- ___ a. "Less than"
- ___ b. "Greater than"
- ___ c. "Equal to"
- ___ d. "Less than or equal to"
- ___ e. "Greater than or equal to"
- ___ f. "Not equal to"

___14. The system must enable searching using pattern matching (wildcard and truncation) with a minimum of one character required.

___15. The system must enable pattern matching to be used:
___ a. within a string of characters.

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- _____ b. at the end of a string of characters.
 - _____ c. together, in multiple combinations.
- _____ 16. The system must enable operators to limit all searches by:
 - _____ a. Publication year (limits retrieval to titles published in, after, or before a specified date, or within a specified date range)
 - _____ b. Language (limits retrieval to titles whose cataloging information indicates that they were published in the language specified)
 - _____ c. Format (limits retrieval to titles in a specified broader material type defined by the State library, e.g. one of the seven defined MARC formats).
 - _____ d. Library (limits retrieval to items owned by a specified member library).
- _____ 17. The system must support designation of both novice and expert searching levels.
- _____ 18. The system must enable the system administrator to configure the form for the search command to include specific search fields connected by Boolean operators, as well as a general purpose field used for searching fields not on the form.
- _____ 19. The system must enable the operator to page back and forth within the list of records retrieved by any search.
- _____ 20. The system must display brief records for a search resulting in multiple hits.
- _____ 21. The system must display the expanded record if a search results in only one hit.
- _____ 22. The system must enable the operator to indicate which fields are to be displayed for a retrieved record at the time the operator requests display.
- _____ 23. The system must enable the operator to specify a predefined display format.
- _____ 24. The system shall provide the State Library the ability to configure format displays.

User Services -- Priority 2

- _____ 25. The system must provide self-service options, or User Services, including the ability for users to review the status of their accounts.
- _____ 26. User Services, including online forms, must be available through the OPAC.
- _____ 27. User accounts must be password protected.
- _____ 28. The system must allow the State Library to require use of a personal identifier for certain types of requests.

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- ____ 29. The State Library must have the option of allowing users to change their personal passwords.
- ____ 30. The system must support a request module that allows users to complete online forms to request services including:
- ____ a. Hold placement
 - ____ b. Literature searches
 - ____ c. Interlibrary loan
 - ____ d. Suggestions or comments
 - ____ e. Reference questions, including subject requests
- ____ 31. The system must automatically transfer bibliographic information to the request form, as defined by the State Library for each form.
- ____ 32. User services must have full OPAC capabilities and be fully integrated with other system modules.
- ____ 33. The system must allow users to enter requests through the borrower's e-mail capability.
- ____ 34. The system must allow a link to user's e-mail capabilities and permit for directional communication between member library staff and users.
- ____ 35. The system must allow member library staff to enter replies to user requests through a link to staff e-mail server.
- ____ 36. The system must allow the State Library to define the types of requests allowed for each member library, including each of the following:
- ____ a. The user may place hold requests.
 - ____ b. The user may offer suggestions in a suggestion box.
 - ____ c. The user may leave a reference question.
 - ____ d. The user may request a literature search.
 - ____ e. The user may request placement of a specific title or item on reserve.
 - ____ f. The user may make interlibrary loan requests.
 - ____ g. The user may request the purchase of specific materials.
- ____ 37. The request record must include:
- ____ a. request ID
 - ____ b. type
 - ____ c. status
 - ____ d. library where placed
 - ____ e. date placed
 - ____ f. date modified
 - ____ g. user identification
 - ____ h. reply date
 - ____ i. date viewed
 - ____ j. user ID
 - ____ k. item ID
 - ____ l. call number
 - ____ m. request text entries
 - ____ n. reply text entries
- ____ 38. The system must allow member library staff to perform the following through reports:

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- ☐ a. monitor status of unanswered requests
- ☐ b. place holds in batch
- ☐ c. remove requests that have replies viewed by the user.
- ☐ d. provide summary information on staff who answer requests, showing the number and type answered in a specific time period.

3.3.2.8 Information Gateway Requirements

- ☐ 1. The system must include a gateway to provide access to databases outside the State Library's catalog.
- ☐ 2. The gateway must be accessible to OPAC users from the initial OPAC screen.
- ☐ 3. The system must allow the State Library to design multiple versions of this gateway for use by different levels of operators.
- ☐ 4. The system must not limit the number of variant gateways and the number of user categories to which they can be assigned.
- ☐ 5. The system must limit users to only those databases or destinations defined for their gateway by the State Library.
- ☐ 6. The system must allow the State Library to define the number of users who may simultaneously access any database or destination and denies access to otherwise qualified users when connection would exceed the limit defined.
- ☐ 7. The system must allow the option for user accounts to be password protected and to access a gateway specific to their authorization.
- ☐ 8. System continuously logs access through the gateway by:
 - ☐ a. user ID
 - ☐ b. user category
 - ☐ c. specific database or destination
 - ☐ d. amount of time spent by each user connected to each specific database or destination.
- ☐ 9. System allows authorized operators to generate reports from these logs, including:
 - ☐ a. number of accesses by user ID
 - ☐ b. number of accesses by user category
 - ☐ c. any of the above, tabulated by number of accesses by specific database or destination
 - ☐ d. any of the above, selected by date and time range
- ☐ 10. Within each gateway, the State Library must be able to create an unlimited number of sub-menus, for use in directing users to specific databases or destinations.
- ☐ 11. The system must also enable users to connect directly to databases or destinations from icons or menu selections presented on the initial gateway screen, or on any sub-menu.

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____12. Within each main or sub-menu, the system must alphabetize databases or destinations or further sub-menus according to labels defined by the State Library.

____13. The gateway must allow users to access destinations defined by the State Library, whether or not such destinations are located on the State Library's host server or on a remote computer.

____14. The system must allow the State Library to define as destinations:

- ____ a. Remote databases or services available via telnet
- ____ b. Remote databases available via Z39.50.
- ____ c. Locally mounted databases made available through a separate Journal Citation or equivalent Z39.50 version 3-based module available with proposed system
- ____ d. Remote databases or services available via the World Wide Web.

____15. The system must allow the State Library to define locally the information necessary to connect to each such resource, including:

- ____ a. type of connection; including Internet, local network, Z39.50, and World Wide Web
- ____ b. logon requirements
- ____ c. interface; Z39.50 or native interface provided by the destination
- ____ d. instruction text for informing users as to the content of the destination, conditions for use, help with the native interface, exit procedure, etc.
- ____ e. select an icon for each destination from a vendor-supplied library of icons
- ____ f. annotate the icon.

____16. The system must display the instruction text defined by the Library for review by the user before the connection is made.

____17. The system must disconnect from the destination and return to the menu or sub-menu from which the destination was selected when:

- ____ a. the user logs off of the destination
- ____ b. the user selects another destination
- ____ c. after a library-defined period during which the user is idle (either because of user inactivity or because the destination proved unavailable due to remote server or telecommunications failure, etc.)

____18. The system must display a warning text before timing out due to user inactivity and returning to the menu from which the destination was requested.

____19. The system must enable the State Library's system administrator to "hide" new destinations from users while they are being tested.

____20. For fee-based services, the system must prompt for account ID and password or check against authorized IP range(s) before connecting.

____21. The system must enable Library staff to maintain gateway destinations centrally.

____22. The gateway must automatically determine whether the client to be invoked when a destination is selected is resident on the server or on the desktop.

____23. If the client software resides on the desktop workstation, it must be invoked automatically, and must communicate with the external database or service without any host server involvement.

3.3.2.9 InterLibrary Loan (ILL)

Logon shall control access to each account and will allow access only to that account or information about that account.

____1. The ILL component of the system will be in compliance with ISO 10160 / 10161 standards.

____2. Searching from the OPAC shall be the initiation point for ILL transactions.

____3. The system shall suppress from OPAC view bibliographic records without holdings attached.

____4. A menu selection shall initiate the ILL procedure from the OPAC screens when the appropriate title has been selected.

____5. Critical information from the selected bibliographic record shall be transferred to the ILL form including but not limited to:

- ____ a. Author
- ____ b. Title
- ____ c. ISBN
- ____ d. Publication Date
- ____ e. Publisher
- ____ f. Format

____6. All critical information in the ILL form shall be available to both the borrowing and lending library.

____7. The member library shall be able to track the progress of its ILL requests.

____8. An ILL request shall be forwarded to the first library in the member library's search string and then forwarded automatically through the search string if the request is not filled.

____9. A member library shall be able to add, delete and rearrange the order of libraries in its search string.

____10. The ILL control menu shall include a list for each of the following:

- ____ a. Requested titles. Progress of requested titles through the search string and from the borrowing library to lending library.
- ____ b. Titles loaned. This list shall be able to track the progress of the title to the borrowing library and back again.

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- _____ c. Unfilled titles. This list shall be for titles that are unfillable through the libraries in the search string within a specified number of days.
- _____ d. Titles completed processing.

_____ 11. A member library shall be able to set the time a request is held by a library before it moves to the next library in the search string and set the total number of days a request will travel through the search string before being considered unfillable.

_____ 12. The State Library shall be able to view all ILL lists for any member library without having to logon as that member library.

_____ 13. A member library shall be able to change the status of the material passing between libraries easily.

_____ 14. Once a title is received back at the lending library, the record for these transactions shall be transferred to the file represented in 10, d above.

_____ 15. The titles completed processing file may be downloaded via FTP or TFTP to the member library's computer once a year and then deleted from the system disks.

_____ 16. An error message shall be sent to the State Library whenever the ILL process is unable to complete its tasks.

_____ 17. ILL processing shall be automatic once the first step is initiated by a member library.

_____ 18. The screens within the ILL module shall be globally customizable by the State Library.

_____ 19. Statistics shall be maintained on the ILL transactions by the Library both for requested and loaned materials.

_____ 21. Member libraries shall be able to access ILL statistics maintained on the system.

_____ 22. Reports shall be able to be created from the statistics on loans & borrows (cf. #19 above) to retrieve the information generated by and for each member library and for all transactions on the system.

_____ 23. Patron initiated ILL requests shall be sent to an intermediate file for the member library's approval before being added to the member library's ILL request list.

_____ 24. After an ILL request has been submitted, the system shall prompt the operator to continue in ILL or logoff.

_____ 25. The system shall contain a notes field or other method to input comments and other special requests.

_____ 26. The system shall have separate online forms for monographs and serials requests.

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____ 27. The system shall have a method to conveniently allow a member library to send concurrent requests allowing it to borrow multiple copies of the same title.

____ 28. The system shall operate all Interlibrary Loan functions in real time.

____ 29. The vendor shall have implemented, or have plans to implement, the new NISO Circulation Interchange Protocol (NCIP) that enables greater integration with member libraries' circulation systems

3.3.2.10 Training

____ 1. Training shall include hands-on, demonstration, and written documentation, as applicable.

____ 2. The vendor shall provide for on-site and remote training and documentation in all modules for system administrators that shall include but not be limited to:

- ____ a. system overview documentation and training
- ____ b. system architecture and technical requirements
- ____ c. disaster recovery

____ 3. The vendor shall provide a train-the-trainer program for New Hampshire State Library staff.

____ 4. The vendor shall provide documentation and training materials for end-user training. End-users include member library staff as well as the general public. The State Library will have the right to reproduce, publish, and otherwise use all documentation and training materials.

____ 5. The vendor shall provide an appropriate number of copies of all training materials for distribution to libraries. The Network Services Section of the State Library shall determine the exact number.

3.4

Project Deliverables.

Vendors shall provide an integrated library system capable of acting as the statewide union catalog for NHAIS libraries. The total system shall include, but not be limited to:

- Project Work Plan
- Project Milestones
- Deployment Plan
- NH State Library Administrative Training and Documentation
- Implementation Plan for NHAIS Libraries
- NHAIS Libraries Training and Documentation
- Final Implementation of Statewide Union Catalog
- Post-implementation Review
- Annual Maintenance and system upgrades

3.5 Schedule and Pricing.

Vendors shall provide a preliminary schedule and pricing plan to accomplish the services, activities and tasks to produce the deliverables required. See Appendix C – Mandatory Proposal Form.

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3.6 IT Policy and Standards.

The Information Technology Project Methodology (ITPM) Standards, as well as any other State standards and/or guidelines, must be used for project developments. The Standards are available on the web site, <http://www.state.nh.us/das/ditm>

3.7 Change Control Procedures.

If either of the parties wishes to alter the Specification or the Statement of Work the following procedure will apply:

3.7.1 The person who requests the change (the "Originator") will forward to the other party (the "Recipient") a Change Request, which will include the following:

- Project identification
- Originator's name and title
- The date of the Change Request
- A description of the proposed change
- The reason for the proposed change

3.7.2 The State Library will assign a number to and log each Change Request. All Change Requests will be categorized by the Originator as Priority 1 (urgent) or Priority 2 (ordinary) or Priority 3 (post acceptance).

3.7.3 The recipient will make reasonable efforts to investigate the impact of the Change Request on the price, timetable, Statement of Work, Specifications and relevant obligations in accordance with the schedule set out in the Project Management Plan for each priority category.

3.7.4 If the State Library is the Originator, the Vendor will inform them if there will be any charges for the Vendor services in conducting the impact study and they will decide whether the Vendor should conduct the impact study.

3.7.4.1 If both parties agree on the impact study and any necessary amendments to the price, timetable, Statement of Work, Specification and relevant obligations under the Agreement, the Agreement will automatically be varied to take into account the agreed changes.

3.7.4.2 If the parties cannot agree upon the impact study, the Change Request will not be implemented.

3.7.5 The parties will agree in the Project Management Plan to a period prior to any scheduled delivery for review and acceptance at which the Specifications will be frozen. The State Agency will deal with any subsequent Change Request after acceptance.

4. STAFFING.

Using all information contained in or referenced in this RFP, and its prior experience, the selected Vendor must propose to provide a baseline complement of staff to perform project management and system implementation functions associated with the maintenance of the on-line system. The selected Vendor must also propose to provide these functions outside of normal business hours, if necessary.

Key Personnel.

4.1.1 New Hampshire State Library.

New Hampshire State Library will have a full time Project Manager devoted to this

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project. The New Hampshire State Library portion of this project will be under the direction of the following individual:

**Charles A. LeBlanc
New Hampshire State Library
Department of Cultural Resources
20 Park Street, Concord, New Hampshire 03301
(603) 271-2310
(603) 271-6826 (FAX)
cleblanc@library.state.nh.us**

4.1.2 Vendor.

Qualifications of Key Personnel. The proposal shall include the names and qualifications of the key personnel to be assigned to this project by the vendor. The vendor shall assign a project manager who has overall project responsibility for all vendor proposed staff and activities. This person shall work closely with New Hampshire State Library staff. Other key personnel may include but is not limited to: programmers, catalogers, and training personnel. Indicate in the vendor response the education and experience of the Project Manager and other key personnel assigned to this project.

4.2 Staff Retention and Performance.

The New Hampshire State Library reserves the right to interview anyone, including supporting staff proposed for work on this contract. The state reserves the right to request the removal of any Vendor supplied employee who fails to perform at acceptable levels or for any other reason at the sole discretion of the State. The Vendor will immediately remove said individual from the project. The Vendor will have seven (7) business days to provide resumes of proposed candidates with the same or greater skill set.

4.3 Vendor Role.

The Vendor, in consideration of the terms and conditions consistent with all specifications set forth in this RFP and Appendix 7: The State of New Hampshire Contract Terms and Conditions (Form P-37), also hereby agrees to the following statements of agreements: Appendix 2: Required Work Procedures and Exhibit 3: Computer Access and Use Agreement.

5. PROPOSAL FORMAT AND GUIDELINES

5.1 General Information.

The Vendor shall respond to this RFP according to the format specified below. All responses must be concise, well organized and provide sufficient detail, where appropriate, which will allow the evaluators to clearly determine the benefit of the Vendor's offering.

If the company product literature or other publications are attached and intended to be used in direct response to an RFP requirement, the response must include reference to the document name and page number.

Responses should include proposals for planning, implementing, and managing the delivery of the personnel resources to the State.

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Proposals should also include a detailed review of those factors that differentiate a respondent from those competing for this project.

The Proposal will be evaluated and scored as described in Section 6:
Selection/Evaluation Process and Criteria.

5.2 Proposal Outline.

The Vendor, when presenting the proposal, must use the following outline:

- 5.2.1** Cover Page
- 5.2.2** Transmittal Letter
- 5.2.3** Table of Contents
- 5.2.4** Glossary of Terms and Abbreviations
- 5.2.5** Section I: Executive Summary
- 5.2.6** Section II: Company Profile
- 5.2.7** Section III: Sub-Contracted Vendor Profiles
- 5.2.8** Section IV: Experience
- 5.2.9** Section V: Personnel Resumes
- 5.2.10** Section VI: Detailed Response
- 5.2.11** Section VII: Cost Proposal
- 5.2.12** Section VIII: Authorized Signature Verification Form, Appendix 5
- 5.2.13** Section IX: New Hampshire Certificate of Authority, Appendix 6

5.3 Proposal Description.

5.3.1 Cover Page.

The first page of the Vendor's Proposal must be a cover page containing:

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New Hampshire State Library
Department of Cultural Resources**

**RESPONSE TO RFP 2002-009 for a statewide union catalog &
electronic ILL system**

**It must include the Vendor's name, contact person, contact telephone
number, address, city, state and zip code, fax number and e-mail address.
All subsequent pages must be numbered.**

5.3.2 Transmittal Letter.

The transmittal letter shall be a formal letter from the Vendor and shall be prepared in a standard business format. The letter should be brief, signed by a person authorized to commit the organization to perform the work specified in the RFP, and identify all materials and enclosures being forwarded. The letter should also include the name of the person who will serve as the Vendor's representative for all matters relating to the RFP. A statement must be included indicating the Vendor's submitted proposal is valid for a minimum of 180 days from the proposal due date. The letter must acknowledge that the Vendor has read this RFP, understands it, and agrees to be bound by its requirements.

5.3.3 Table of Contents.

The Vendor must provide a Table of Contents with corresponding page numbers relating to their proposal. Vendors are encouraged to provide as much detail as necessary but at a minimum, the Table of Contents must conform to the outline listed in Section 5.2: Proposal Outline.

5.3.4 Glossary of Terms and Abbreviations.

The Vendor must provide a glossary of all terms and/or abbreviations used throughout their proposal.

5.3.5 Executive Summary.

The Executive Summary must summarize the Vendor's proposed solution, the services to be performed, and the total price of the project. The Vendor should clearly identify their qualifications to meet the requirements defined in the RFP and offer an approach that reveals a clear understanding of the requirements of the RFP. This summary provides Vendors the opportunity to describe those factors that they believe distinguish them from other Vendors.

5.3.6 Company Profile.

The Vendor shall provide at a minimum the following information:

5.3.6.1 General company overview, background, number of employees, and current project commitments;

5.3.6.2 Current financial statement including most recent audited annual report, audited statement of income and retained earnings for the last two years, audited balance for the last two years;

5.3.6.3 Any litigation, previous or currently outstanding, relating to the Vendor and any proposed subcontractor's, performance on Information Technology projects;

5.3.6.4 Out-of-state vendors must have a Certificate of Authority as required by New Hampshire law RSA § 293-A:15.03 "Application for Certificate of Authority. – (a) A foreign corporation may apply for a certificate of authority to transact business in this state by delivering an application to the secretary of state for filing. " The form can be acquired through the New Hampshire Secretary of State's web site at <http://www.state.nh.us/sos/corporate/PDF/form40v2.pdf> .

5.3.7 Sub-Contracted Vendor Profile. (if applicable)

5.3.7.1 General company overview, background, number of employees, current project commitments, and prior project experiences;

5.3.7.2 Contractual relationship between companies. The primary Vendor is responsible for all deliverables, schedule deadlines, and any other contractual matters.

5.3.8 Experience.

5.3.8.1 Overview.

Vendors must include the length of the time for the project, contracted dollar value of the project, project description, and state if the project was completed on time and within the contracted dollar amount.

5.3.8.2 Capability.

Vendor must provide information demonstrating their staff is of sufficient size and experience to complete the requirements outlined in this RFP.

5.3.8.3 Public Sector Experience.

Vendor must provide knowledge of public sector and State government needs.

5.3.8.4 References (minimum of three).

Vendor must provide a minimum of three references, preferably to projects described in Section 5.3.8.1: Overview.

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5.3.8.4.1 Public sector, including State agencies and the federal or other State government::

Name
Title
Address
Phone/fax numbers
E-mail address

5.3.8.4.2 Other references, for projects of similar scope:

Organization name
Dates of project/contract

5.3.9 Personnel Resumes.

The Vendor shall confirm that all personnel to be assigned to this project shall be qualified to perform such services, and must include resumes of those individuals. Each resume must clearly indicate the qualifications and responsibilities to be assigned to the individuals identified.

Resumes, which include experience, education, and training, must be included for the coordinator and any other lead or senior proposed development and support personnel.

5.3.10 Detailed Response.

The Vendor must confirm that their proposed solution will meet or exceed the requirements as outlined in the RFP, and must clearly describe how the Vendor's proposed solution will accomplish this. Vendors should, in this section, provide a comprehensive and detailed description of the products and services to be provided in response to the requirements described in Section 3: Scope of Services of the RFP. An explanation of how each requirement can, or cannot, be met must be included. Responses must be in the same sequence and format as listed in Section 3: Scope of Services and must cite page and paragraph number.

5.3.10.1 Overview.

Provide an overview of the Vendor's understanding of New Hampshire State Library's requirements as specifically identified or implied in the RFP. A statement must be included specifying the Vendor's acceptance of the contractual specifications set forth in Section 3: Scope of Services.

5.3.10.2 Project Approach & Technical Proposal.

Describe in detail the Vendor's current expertise in the following areas:

- 5.3.10.2.1** Description of the method(s) and/or services to be used.
- 5.3.10.2.2** Description of tools, including automated tools, and skills to match state agency requirements.
- 5.3.10.2.3** Description of the management of these services.
- 5.3.10.2.4** Description of the approach and services to be provided to fulfill detailed requirements and deliverables as listed in section 3.3: Detail Requirements and section 3.4: Project Deliverables.

The Vendor must provide the time frame for completion of the activities and deliverables described in Section 3: Scope of Services of this RFP.

5.3.10.3 Maintenance and Enhancements Proposal.

Describe in detail the Vendor's current expertise in handling maintenance and enhancements for development projects. Include cost and resource availability.

5.3.11 Cost Proposal.

This section describes the requirements to be addressed by Vendors in preparing the Cost Proposal. The Cost Proposal must be submitted according to the requirements presented in Appendix 1C – Mandatory Proposal Form. The State reserves the right to review all aspects of the Cost Proposal for reasonableness and to request clarification of any proposal where the cost component shows significant and unsupported deviation from the Vendor's proposal, industry norms, or in areas where detailed pricing is required.

5.3.11.1 Compensation.

The State encourages respondents, in their responses to the RFP, to be as creative as possible regarding cost to the State, as cost efficiency for the State will be a consideration in determining whether a contract(s) will be awarded.

5.3.12 Terms and Conditions Agreement.

The Vendor must acknowledge that the respondent has read the standard State contract (Appendix 7: Form P-37), understands them, and agrees to all terms and conditions.

NOTE: Changes to the current liability as defined in the State of New Hampshire Contractor Agreement, Form P-37, are not negotiable.

6. SELECTION EVALUATION PROCESS AND CRITERIA.

The State selected a group of personnel to act as an evaluation team. The procedure for evaluating the proposals will be as follows:

6.1 Proposal Receipt and Review.

Proposals will be reviewed to initially determine if minimum submission requirements have been met. The review will verify that the proposal was received before the date and time specified in Section 1.14: Schedule of Events with the correct number of copies, the presence of all required signatures, and the proposal is sufficiently responsive to the needs outlined in the RFP to permit a complete evaluation. Failure to meet minimum submission requirements could result in the proposal being rejected and not included in the evaluation process.

Upon receipt, the proposal information will be disclosed to the evaluation committee members only. The proposal will not be publicly opened. The possible need for negotiations or "BEST AND FINAL OFFER" necessitates the need for privacy.

Although proposals may be accepted and a contract awarded without discussion, the State may initiate discussions should clarification or negotiation be necessary.

6.2 Proposal Evaluation and Categories.

Scoring shall include information obtained by reviewing the Vendor's proposal documents, contacting references, and conducting Vendor interviews and product demonstrations if applicable. Possible points to be awarded for each section of the RFP are identified below. The Evaluation Team shall be under no obligation to contact

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Vendors for clarification of proposals, but it shall reserve the right to do so at any time prior to contract award.

Each proposal will be evaluated on the basis of the categories below. A point score will be established for each response in each category. Based on the results of the evaluation, the proposals determined to be most advantageous to the State, taking into account all of the evaluation factors, may be selected by the State for further action. If technical proposals are close to equal, greater weight could be given to price.

6.3 Evaluation Criteria.

Proposals will be evaluated based upon the proven ability of the respondent to satisfy the requirements of this Request in a cost-effective manner. Specific criteria are:

6.3.1 Statement of understanding and technical approach defining the ability to deliver a quality system (30%)

(Reference Section 5.3.10: Detailed Response)

6.3.2 Project Management Ability (20%)

(Reference Section 5.3.10.2.3: Description of Management of Services)

6.3.3 Experience in providing similar services (20%)

(Reference Section 5.3.8: Experience)

6.3.4 Personnel Resumes (5%)

(Reference Section 5.3.9: Personnel Resumes)

6.3.5 Cost (25%)

(Reference Section 5.3.11: Cost Proposal)

6.4 Proposal Rejection.

New Hampshire State Library reserves the right to reject any and all proposals deemed non-responsive to the requirements set forth in the RFP.

6.5 Public Disclosure.

The information submitted by the Vendor, including statements and letters, shall be subject to public disclosure as required by Federal and State right-to-know law, RSA 91-A (1990). Responses to the RFP will be disclosed to the evaluation committee only, and responses will not be publicly opened until after contract award. The possible need for negotiations or, for "Best and Final Offers", and to protect the integrity of the public procurement process, precludes general release of this information until after contract award.

Award will be made to the responsible Vendor whose proposal is deemed to be the most advantageous to the State, taking into consideration all evaluation factors. Only those evaluation criteria outlined in the RFP will be used. A register of proposals will be prepared and open to the public after all discussions, negotiations, and final awards have been made.

6.6 Best and Final Offer.

The New Hampshire State Library may determine if it is in the best interest of the State to seek a "BEST AND FINAL OFFER" from Vendors submitting acceptable and/or potentially acceptable proposals. The "BEST AND FINAL OFFER" would provide a Vendor the opportunity to amend or change their original proposal to make it more acceptable to the State. The New Hampshire State Library reserves the right whether or not to exercise this option.

6.7 Project Budget/Limitation on Price.

New Hampshire State Library has sufficient funds to cover the cost of this project.

6.8 Agreement of General Provisions.

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Vendors must indicate their agreement to enter into a contract with New Hampshire State Library.

6.9 Selection, Notification, and Award of Contract.

Although proposals may be accepted and a contract awarded without discussion, the State may initiate discussions should clarification or negotiation become necessary. These discussions will usually be limited to all acceptable proposals but may also be extended to the potentially acceptable proposals. Vendors shall be prepared to send qualified personnel to discuss technical and contractual aspects of the proposal.

If New Hampshire State Library awards a contract relative to this RFP, a letter shall advise the successful Vendor. The contract shall incorporate in its provisions the New Hampshire Terms and Conditions agreement (Form P-37), this RFP, the successful Vendor's Proposal and any other pertinent documents.

Public announcements or news releases pertaining to any contract awarded shall not be made without the written permission of New Hampshire State Library.

6.10 Contract Law.

Any contract awarded as the result of this RFP shall be originated by New Hampshire State Library. It shall be constructed in accordance with and governed by the laws of the State of New Hampshire and approved by the Department of Administrative Services (Division of Information Technology Management and the Bureau of Purchase and Property).

6.11 Copyright, Intellectual Property Rights, and Confidentiality

6.11.1 WWW Copyright and Intellectual Property Rights.

All right, title and interest to the New Hampshire State Library site, including copyright to all data and information, shall be and remain with the State Library. The New Hampshire State Library shall also have, to the fullest extent permitted by law, all rights to any user interfaces and computer instructions embedded within the user interfaces or WWW pages. All WWW pages and any other data or information shall, where applicable, display the New Hampshire State Library's copyright. All right, title and interest to the Vendor's WWW site shall be and remain with the Vendor. This section shall survive the termination or expiration of this Agreement.

6.11.2 Confidentiality of Data and Information.

The vendor shall maintain in confidence all New Hampshire State Library and New Hampshire State Library customer data and information derived from this data that becomes available to the vendor in connection with its services under this Agreement and shall use such information only for providing services under this Agreement. All data and information acquired or developed by the vendor in performance of this Agreement shall be and remain the property of the New Hampshire State Library. This section shall survive the termination of this agreement.

7. PRICE, PAYMENT SCHEDULE AND CONTRACT TERMS.

7.1 Deliverables/Schedules/Payments.

7.1.1

DELIVERABLE	SCHEDULE DUE DATE	PAYMENT %
Phase 1	January 2, 2002	20%

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Phase 2	March 6, 2002	50%
Phase 3	April 3, 2002	20%
Phase 4	May 1, 2002	10%

7.1.2 Documentation.

The New Hampshire State Library recognizes that the availability of comprehensive, well-organized and easy to use documentation is critical to both the short and long-range success of any project. Documentation developed by the Vendor shall be supplied both in printed and electronic format to allow for easier modification in the future:

Documents shall have one hard copy and one electronic version of every document.

Data shall be provided as required on machine-readable media, a 3.5" diskette or electronic transmission, as mutually agreed to by the Vendor and the State Agency Project Managers.

The New Hampshire State Library expects that the Vendor will supply manuals and/or documentation including but not limited to: materials for system administrators, member library staff, and the general public.

7.1.2.1 Documentation Updates and Maintenance.

The State Agency anticipates that modifications and updates to the project documentation, both electronic and paper, will be required. Documentation updates may include user manuals, system documentation (logical and physical) and system operations.

Whenever changes or updates occur in data items that have been delivered to the State Agency, the correction sheets shall specify the document number and title, date of the original issue, the date of the effective change, and change bars designating the changes.

When major changes to a document are made, as determined by the Vendor in its reasonable discretion, a complete revision of the document shall be issued and delivered in accordance with the original instructions for the data item. Revisions will be numbered and dated.

7.1.3 State Owned Documents and Copyright Privileges.

During the period of the contract, the Vendor shall provide New Hampshire State Library access to all State-owned documents, materials, reports and other work in progress relating to this RFP as work for hire. Upon expiration or termination of the contract with New Hampshire State Library, the Vendor will turn over all state-owned documents, material, reports and work in progress relating to this RFP to New Hampshire State Library.

New Hampshire State Library shall have all ownership of and title to software developed for, or in the course of, this contract or modifications thereof, and associated documentation of the complete system, including any and all performance enhancing operational plans and Vendors' special utilities. New Hampshire State Library shall have sole right to produce, publish, or otherwise use, such software, modifications and documentation developed under the contract, and to authorize others to do so.

7.2 Pricing.

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7.2.1 Dates and Schedules.

Terms and hourly pricing support will be broken out by Deliverable, Date and Amount as outlined in Appendix 1C – Mandatory Proposal Form

7.2.2 Invoicing.

The Vendor shall maintain documentation for all charges against the State under this contract. The books, records, and documents of the Vendor, insofar as they relate to work performed or money received under this contract, shall be maintained for a period of five (5) full years from the date of the final payment, and shall be subject to audit at any reasonable time and upon reasonable notice, by the State or any appropriate federal agency, or their duly appointed representatives. The records shall be maintained in accordance with Generally Accepted Accounting Principles (GAAP).

7.3 Term.

The contract will become effective upon approval of the Department of Administrative Services, Division of Information Technology Management. The contract will be for the implementation of the total system from the start date determined by negotiations with the vendor. Annual options to extend for additional years of support not to extend beyond June 30, 2005.

Specific due dates for the various products and services to be delivered under any resulting contract will be set by mutual agreement between the Vendor and New Hampshire State Library.

New Hampshire State Library will be under no obligation to reimburse the Vendor for any work undertaken by the Vendor prior to the effective date of the contract.

7.4 Warranty.

Stability and responsiveness to problems is essential. The Vendor must guarantee to have the Integrated Library System operating within the time agreed upon. Should it fail to do so, and the failure was not caused by the acts or omissions of New Hampshire State Library, then the Vendor will be liable for all additional costs to New Hampshire State Library to assure that the application is up and operating. This includes the addition and replacement of equipment, additional personnel, and additional costs to New Hampshire State Library for its day-to-day operation had the application been available and operating as planned.

7.4.1 Warranty Period. The warranty shall extend for one hundred and twenty (120) days after the application production cut over.

7.4.2 Warranty Problems. All problems found during the Warranty Period and all problems found with the Warranty releases, shall be corrected by the Vendor no later than 30 days after discovery or the end of the Warranty period, whichever comes last, at no additional cost to the New Hampshire State Library.

7.5 Software Enhancements.

It is anticipated that modifications and improvements to the software may be required from time to time to incorporate changes to State or Federal regulations, add new functionality, or address changing business needs. Software changes can only be authorized by the State Agency's designated contract point of contact.

8. GUARANTEED MOST FAVORABLE TERMS.

All of the prices, terms, warranties and benefits granted by the Vendor herein are comparable to or better than those offered by the Vendor to the other customers contracting under the same

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material terms and conditions. As used herein, material terms and conditions include those terms related to price and Vendor performance. Should the Vendor announce a general price reduction or make generally available to other customers more favorable terms or conditions with respect to the type of services provided hereunder, such prices, terms or conditions will be available to the State upon the date the general price reduction or change in terms and conditions becomes effective.

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APPENDIX 1A – IT SERVICES / DELIVERABLES & MILESTONES

IT SERVICES – DELIVERIES / MILESTONES	DATE	PAYMENT
PHASE ONE	1/02/02	20%
Contract finalization and Implementation Plan		100%
PHASE TWO	3/06/02	50%
Hardware & Software Installation	1/18/02	25%
Data Conversion and Loading	2/1/02	25%
System Administration Training for each module, including: <ul style="list-style-type: none"> • System / OS • Cataloging (full) • Authority Control • Interlibrary Loan • Member Cataloging (copy) • Online Public Access Catalog 	2/15/02	25%
Successful Operation of all modules	3/06/02	25%
PHASE THREE	4/03/02	20%
Documentation & Training Materials <ul style="list-style-type: none"> • Training the Trainer Staff • Member Libraries • General Public 	3/08/02	20%
Train the Trainer Sessions	4/03/02	80%
PHASE FOUR	5/01/02	10%
Problem Resolution	5/01/02	50%
Final Walk-Through	5/01/02	50%
TOTALS	5/01/02	100%

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APPENDIX 1B – IT SERVICES POSITION AND RATE SHEET

**IT Services
Hourly Rates
(Current Engagement 2000-2001)**
[Please detail the dates and rates used to calculate the proposal amount]

IT Services – Position Title*	Inclusive Date(s)	Rate
Project Manager		\$
Database Analyst		\$
Senior Programmer Analyst		\$
Database Administrator		\$
Other Positions *		\$

*Vendors should add other positions as deemed appropriate.

**IT Services
Hourly Rates
(Future Engagements)**

IT Services – Position Title*	Inclusive Date(s)	Rate
Project Manager		\$
Database Analyst		\$
Senior Programmer Analyst		\$
Database Administrator		\$
Other Positions *		\$

*Vendors should add other positions as deemed appropriate.

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**Position and Rate Sheet
Page 2**

**Resource Table Proposal Sheet
Vendor Staff (Hours)**

Project Roles	Phase One	Phase Two	Phase Three	Phase Four
Project Manager				
Project Coordinator				
Senior Steering Team				
Other *				
Totals				

*Vendors should add other project roles as deemed appropriate.

**Resource Table Proposal Sheet
State Staff (Hours)**

Project Roles	Phase One	Phase Two	Phase Three	Phase Four
Project Manager				
Project Coordinator				
Senior Steering Team				
Other *				
Totals				

*Vendors should add other project roles as deemed appropriate.

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APPENDIX 1C – MANDATORY COST PROPOSAL FORM

	Initial Cost, including 1 st Year Maintenance	2 nd Year Maintenance	3 rd Year Maintenance
Server Software for up to 2 million unique titles, including maintenance	\$_____	\$_____	\$_____
Library Client Software for use by up to 10 concurrent users, including maintenance	\$_____	\$_____	\$_____
Member library ILL & copy cataloging software and up to 60 concurrent users	\$_____	\$_____	\$_____
Web-PAC Client Software for use by up to 100 concurrent users	\$_____	\$_____	\$_____
Server Hardware configured for System capacity Requirements, including maintenance	\$_____	\$_____	\$_____
Peripheral Hardware, including Maintenance	\$_____	\$_____	\$_____
Professional Services	\$_____	\$_____	\$_____
Training for:			
System administration	\$_____	\$_____	\$_____
Member Library: OPAC & ILL & Cataloging Modules	\$_____	\$_____	\$_____
Any Other Charges/Fees	\$_____	\$_____	\$_____
Total Cost, per Year	\$_____	\$_____	\$_____
Grand Total, all 3 Years	\$_____		

APPENDIX 2 – STATE OF NEW HAMPSHIRE REQUIRED WORK PROCEDURES

1. Each person must submit a weekly timesheet to the assigned State Supervisor or Manager. The timesheet must show all time in hours or fractions (to the nearest quarter hour) spent in producing the work and the applicable contract hourly rate for the services provided. The appropriate State Supervisor or Manager must sign the timesheet; a copy of the timesheet must be submitted with the invoice or payment will not be tendered. Payments will normally be processed on a monthly basis.
2. All work done must conform to standards and procedures established by the Department of Administrative Services, Division of Information Technology Management and the Information Technology division of the requesting agency. **Statewide standards and procedures can be found at www.state.nh.us/das/ditm/docs.htm.**
3. All products developed (requirements, specifications, documentation, program code, etc.) are work for hire and ownership is in accordance with the New Hampshire Contract Terms and Conditions, Form P-37, as signed by the qualified Vendor.
4. Any technical education needed by the Vendor to successfully complete the assumed assignment will be at the sole expense of the Vendor and provided by the Vendor.
5. All work performed is expected to be completed during normal State business hours: Monday through Friday (excluding State holidays) from 8 a.m. to 5 p.m. An agency representative must be present for any work done on-site outside of normal working hours. Any exception to this provision must be approved in advance by management of the agency.
6. Vendor must be willing to work overtime at a quoted hourly rate upon 24 business hours advance notice. The Vendor is not authorized to work overtime hours without prior approval from the agency.
7. Vendor shall submit a resume for each individual expected to be assigned to State projects. The resumes must be comprehensive and include educational background, work experience, length of service with the firm, and significant projects on which the individual has worked.
8. Vendor must agree to provide an "equal or better" replacement for any personnel who leave employment of the Vendor during the course of the contract.
9. Vendor must make the individuals available to be interviewed by the State prior to the project assignment.
10. Vendor and its employees assigned to this project must sign an "Employee's Computer Access and Use Agreement."
11. The State may require a detailed background check on any individual assigned to the project, as this project may involve confidential or sensitive information.
12. Personnel assigned to the State must be available to work within 10 business days of the contract signing.
13. Individuals shall be assigned 100 percent of the time to a given project unless otherwise agreed upon in writing between the parties.

APPENDIX 3 – COMPUTER ACCESS AND USE AGREEMENT

PLEASE READ THIS AGREEMENT CAREFULLY. IT CONTAINS IMPORTANT INFORMATION ABOUT THE DUTIES YOU MUST UNDERTAKE AND THE RULES YOU MUST ADHERE TO ONCE YOU ARE GRANTED ACCESS TO USE THE STATE OF NEW HAMPSHIRE'S COMPUTER FACILITIES.

In consideration for accessing and using the computer facilities, network, licensed or developed software, software maintained or operated by any of the State entities, systems, equipment, documentation, information, reports, or data of any kind (hereinafter "information"), User understands and agrees to the following rules:

1. That at all times utmost care shall be used in protecting information from unauthorized access, misuse, theft, damage, destruction, modification or disclosure.
2. That any person or any use not specifically known by the User as being authorized to access or use information must be promptly reported to the appropriate Supervisor.
3. That information shall be used solely for the purpose of conducting official State business, and all other use or access is strictly forbidden including, but not limited to, personal or other private use.
4. That at no time shall User access or attempt to access any information without having the express authority to do so.
5. That at no time shall User access or attempt to access any information in a manner inconsistent with the approved method of system entry.
6. That all information developed while on the job or while utilizing State facilities or resources shall be the exclusive property of the State of New Hampshire.
7. That all software licensed, developed or being evaluated by the State cannot be copied, shared, distributed, sub-licensed, modified, reverse engineered, rented or sold, and that at all times User must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the State.
8. That only equipment or software owned, licensed or being evaluated by the State can be used by User. Use of personal or a third part's equipment or software at State facilities is strictly forbidden unless prior written approval has been obtained, and in the case microcomputer software, a virus scan has been performed by the State LAN administrator.
9. That at no time shall User's confidential computer password(s) or premises access card be shared with or used by any other person.
10. That at no time shall User share or use another person's confidential computer password(s) or premises access card.
11. That at no time shall User leave a workstation without first ensuring that the workstation is properly secured from unauthorized access.
12. That User must report any and all violations of this agreement to the appropriate Supervisor promptly upon learning of such violation.
13. That if User is found to be in violation of any of the above stated rules, the User may face disciplinary sanctions, including a reprimand, suspension, termination from employment, or criminal or civil prosecution if the act constitutes a violation of law.

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14. That from time to time circumstances may require that this agreement be modified by the State to reflect any changes in procedure or policy. The User will be notified in writing of any changes and will be required to adhere to such changes.
15. That the User acknowledges that he or she has read, fully understands and agrees to abide by each of the above stated rules as a condition of being granted access to use information.

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APPENDIX 4 – [RESERVED]

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APPENDIX 5 – CONTRACTOR AUTHORIZED SIGNATURE VERIFICATION FORM

Individuals: Individuals have two options to verify signature authorization:

1. **Official Sample of Signature.** Signature verification may be accomplished by submitting a copy of a driver's license, passport, social security card, business ID or other **official form** or identification containing the authorized signatory's signature. **OR**
2. **Notarization.** In the alternative, the Bidder can have their signature notarized in the space below.

Corporations: Corporations have **two options** to verify signature authorization [select one option].

1. **Authorization and Clerk Certification:** The Corporate Clerk must certify in the space below that they have witnessed the authorized signatory's signature (made in the Clerk's presence) **AND** that the signatory is authorized to execute contracts and other documents and legally bind the corporation. (**NOTE:** Clerks may not self-certify if they are acting as the Clerk and as an authorized signatory. Alternative documentation should be submitted). **OR**
2. **Authorization and Official Sample of Signature or Notarization** (Complete both "a" and "b" below)
 - a. **Authorization.** The Bidder may attach a copy of a board of directors vote stating that each signatory is authorized to execute contracts and other documents and legally bind the corporation. **AND**
 - b. **Official Sample of Signature or Notarization** (select one).
 - **Official Sample of Signature.** Attach a copy of a driver's license, passport, social security card, business ID or other official form or identification containing an example of the authorized signatory's signature. **OR**
 - **Notarization.** Have each of the signatory's signature notarized (made in a notary's presence) below.

Partnership or Other Entities

1. **Authorization.** Attach documentation for each signatory of authorization to execute contracts and other documents and legally bind the partnership or other entity. **AND**
2. **Official Sample of Signature or Notarization** (select one option):
 - a. **Official Sample of Signature.** Attach a copy of a driver's license, passport, social security card, business ID or other official form or identification containing an example of the authorized signatory's signature. **OR**
 - b. **Notarization.** Have their signature notarized in the space below.

THIS SECTION IS FOR NOTARIZATION OR CORPORATE CLERK CERTIFICATION

PRINT SIGNATORY'S FULL LEGAL NAME: _____

SIGNATURE: (as it will appear on document) _____

(NOTARY) I, _____ as a notary public
certify under the pains and penalties of perjury that I witnessed the signature of
the aforementioned signatory on behalf of the Bidder and the individual's identity
was verified on this date: _____, 19 _____. My commission
expires on:

(CORPORATE CLERK) I, _____ as corporate clerk of the Bidder/Contractor
certify under the pains and penalties of perjury that I witnessed the signature of the aforementioned signatory and
the signatory is authorized to execute contracts and other instruments and legally bind the Bidder/Contractor. This
date: _____, 19 _____.

AFFIX CORPORATE SEAL OR NOTARY SEAL HERE:

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APPENDIX 6 – CERTIFICATE OF AUTHORITY or CERTIFICATE OF GOOD STANDING

Vendors needs to provide a NH Certificate of Authority with their response to this RFP. An application for Certificate of Authority may be obtained from the Secretary of State's web site at <http://www.state.nh.us/sos/corporate/PDF/form40v2.pdf>.

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APPENDIX 7 – STATE OF NH CONTRACT TERMS AND CONDITIONS (P-37)

Vendors' contracts must be consistent with all specification set forth in the state's contract terms and conditions.

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